Mission Statement

We will provide high quality, integrated primary healthcare services across the Wheatbelt.

GP Appointments

Appointments can be made by calling Reception on 9574 2300, or online via **www.wheatbelt.com.au.** Please let us know if you need a longer appointment.

Missing an Appointment

When a patient cancels without giving enough notice, they prevent another patient from being seen. If possible, please call us as early as possible to let us know about any changes or cancellations.

On The Day Appointments

These are not released until the actual day of booking. Call at opening time to secure your appointment.

Walk-in Appointments

We welcome walk in appointments.

Waiting times may apply.

Privacy Policy

The Wheatbelt Health Network, is bound by the Australian Privacy Principles under the Privacy Act 1988. We are committed to complying with all applicable privacy laws which govern how the Practice collects, uses, discloses and stores your personal information. To receive a copy of our full Privacy Policy (including in easy English), please ask a staff member or visit our website: **www.wheatbelt.com.au**

We will not use or disclose your personal information to any other persons or organisations for any other purpose unless:

- You have consented;
- The use or disclosure is for a purpose directly related to providing you with health care and you would expect us to use or disclose your personal information in this way;
- We have told you that we will disclose your personal information to other organisations or persons; or
- We are permitted or required to do so by law.

After hours care

Please visit Northam Hospital Emergency Dept. at 50 Robinson Rd, Northam. Ph: 9690 1300

Wheatbelt Health Network

Patient Information

Monday—Friday 8:30am to 5:00pm

Phone 9574 2300

Fax 9574 2355

81 Stirling Terrace, Toodyay

E-mail: toodyay@wheatbelt.com.au

www.wheatbelt.com.au

Follow us on Facebook   Follow us on Instagram

Services Available

Doctors	Pathology
Nursing	Physiotherapy *
Pharmacy (Northam)	Diabetes Education *
Audiology (Northam)	Dietitian Services *
Aboriginal Health Disability Advocacy (Northam)	Podiatry *
	Care Coordination*
Visiting Specialist/s (Northam)	

Wheatbelt Health Network acknowledges WA Primary Health Alliance (WAPHA) for providing funding in its role as the operator of the Country WA PHN.
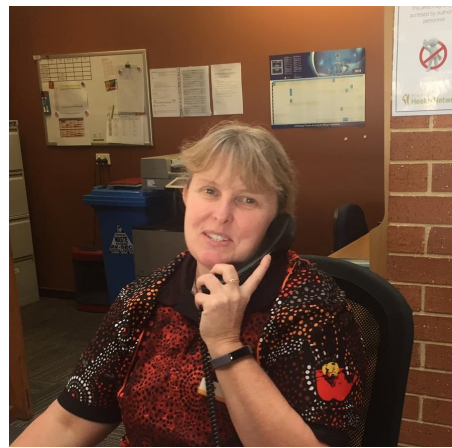

General Practitioners

Dr Paul Gallacher

Dr Yulinda Thio

Dr Deepak Panneerselvam

Quality Accreditation

Wheatbelt Health Network is certified to ISO9001:2016 and clinical standard RACGP 4Ed.

Practice Fees

Wheatbelt Health Network bulk bills 95% of all patients for appointments.

The following items cannot be bulk billed and needs to be privately paid for by clients:

- Commercial Drivers Medical Checks
- Standard Drivers Medical Checks
- Pre-Employment Medical Check

Standard Appointment: $70.00 ($37.60 Rebate)

Longer Appointment: $110.00 ($72.80 Rebate)

Lengthy Appointment:$150.00 ($107.15 Rebate)

Transfer of Records

Transfer of Medical Records from the Practice will incur a $25.00 Administration Fee. Please ask a Patient Services Officer for a consent form.

Contacting our staff

Phone calls and emails to the clinic are welcomed and messages will be passed onto our health staff.

Test Results

All test results will be reviewed by your doctor. If your doctor asks for a follow-up appointment, you will be contacted by the Patient Services Team.

Feedback and Complaints

We want to make sure we are providing quality healthcare to our patients. If you have any concerns or suggestions on how we can improve our service to you, please ask our receptionist for a feedback form.

If you wish to lodge an external complaint you can contact the Health and Disability Services Complaints Office (HaDSCO) on 1800 813 583

Access and Inclusion

The Practice provides wheelchair access for ease of entry into the building, and accessible toilets are situated inside the main entrance.

Please advise reception if you have any additional requirements (interpreter, accessible information, disability access, cultural or religious adjustments). We are happy to assist you in any way we can.